

Answers to Commonly Asked Questions

Q: Can I start using this program right away?

A: Yes. Simply ask your doctor to write two prescriptions. One for a short-term supply (e.g., 30 days) to be filled immediately at a participating retail pharmacy. The second prescription should be for the maximum days' supply allowed by your plan (e.g., 90 days) with as many as three refills (if appropriate, based on your individual benefits) to mail to Walgreens Mail Service. Then, mail your prescription along with your Registration & Prescription Order Form and payment.

Q: Are lower-cost, generic medications available through mail order?

A: Absolutely. You can receive FDA-approved, generic medications that may provide you with substantial savings — through the mail order service.

Q: When should I order my refills?

A: You should order your refills up to 30 days in advance of your last medication dose. To make it easy, your next refill order date is included along with your medication.

Q: When I use the mail order service, will they check for drug interactions?

A: Yes. A confidential history of medications processed using your prescription benefits is maintained. If your mail service prescription might react with other medications, you or your prescribing physician will be notified by the mail service pharmacy.

Q: How much will I pay for prescriptions from the mail service pharmacy?

A: Your benefit materials explain your copayment or coinsurance amount for mail service prescriptions.

Q: What if I need medication while I am traveling?

A: If you need your medication shipped to a temporary address, contact Walgreens Mail Service by phone and notify them where to send your prescription(s). Please make these arrangements at least 30 days before you need a refill. In addition, for your convenience, you can also visit any one of over 5,000 conveniently located Walgreens retail pharmacies throughout the country and have your prescription(s) transferred and filled locally.

Q: Where can I learn more about my medication?

A: Important information on common medication uses, specific instructions, and possible side effects is included with each order. For additional information, register online at www.wellmark.com to use BlueConnection® Pharmacy Tools.

Please note that actual coverage is subject to the terms and conditions specified in your benefits certificate, coverage manual, or policy. Certain exclusions and limitations may apply.



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DISCOVER THE BENEFITS OF Mail Service Pharmacy



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Enjoy the Convenience of Home Delivery

Having your prescriptions delivered to your home or office is a time-saving benefit available through Walgreens Mail Service. Whether you order your maintenance drugs through the mail, online, or by phone, you'll benefit from:

- **HOME PRESCRIPTION DELIVERY SERVICE** — Up to a 90-day supply of medication, including free standard shipping (number of days' supply is based on your individual benefits)
- **QUALITY** — Confidential, tamper-resistant, and temperature-controlled packaging of your prescription orders
- **CONVENIENCE** — Simple steps to order prescription refills
- **COMPREHENSIVE INFORMATION** — Online access to health and drug information on www.wellmark.com

Your Decisions Count

One of the simplest ways you can impact your prescription drug costs is by using generics. When you need a prescription, ask your doctor if a generic equivalent is right for you. Using a generic may save you money.

For more information about generic prescription drugs, visit the *Decisions Count*® section of www.wellmark.com.

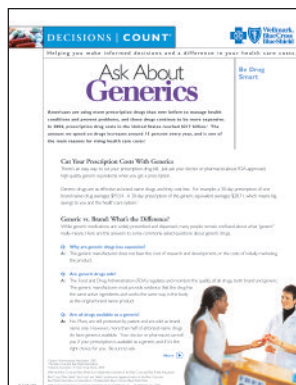
Getting Started Is Easy

Before you can participate in the mail order program, you must enroll with Walgreens Mail Service. The enrollment process provides important health, allergy, and plan identification information and must be completed prior to any new or refill prescriptions being filled. Follow these steps to enroll and begin using your mail order benefit:

1. PRINT AND COMPLETE THE REGISTRATION & PRESCRIPTION ORDER FORM

available on

www.wellmark.com. Choose the *Members* tab, then select *General Pharmacy Information*. You can also enroll in the mail order program by calling the Walgreens Mail Service customer service team at (866) 611-5961.



2. VERIFY MAIL ORDER QUANTITY LIMITATIONS.

Refer to the Drug Quantity section of your prescription benefit summary or call the customer service number on the front of your ID card for mail service quantity limitations and copayment information.

3. ASK YOUR DOCTOR TO WRITE TWO PRESCRIPTIONS:

- One for a short-term supply (e.g., 30 days) to be filled immediately at a participating retail pharmacy
- One for the maximum days' supply allowed by your plan (e.g., 90 days) with as many as three refills (if appropriate) to mail to Walgreens Mail Service

4. MAIL THE COMPLETED REGISTRATION & PRESCRIPTION ORDER FORM, maximum days' supply prescription, and payment to: Walgreens Mail Service, P.O. 29061, Phoenix, AZ 85038-9061. Major credit cards, checks, or money orders are accepted. Do not send cash.

5. ALLOW 10-14 DAYS from the time Walgreens Mail Service receives your order, for delivery of your medication.

New prescription orders can be submitted by either mailing the Registration & Prescription Order Form with your prescription or by having your doctor fax your prescription on the Physician Fax Order Form available on www.wellmark.com. To be valid, the Physician Fax Order Form must be faxed from your doctor's office.

Refills Are Easier Than Ever

Information included with your order will show the date you can request a refill and the number of refills you have left. You can request refills by:

- **PHONE** — Call the toll-free number on your prescription label and have your credit card information ready.
- **MAIL** — Mail the completed mail service order form to the address listed at the bottom of the form.
- **ONLINE** — Visit the Members section at www.wellmark.com for a link to the Walgreens Mail Service page. You must be registered with Walgreensmail.com to refill prescriptions online.

Your Online Source for Pharmacy and Health Information



You're just a click away from pharmacy and health information at www.wellmark.com. BlueConnection® Pharmacy Tools give you answers about your prescription benefits 24/7:

- **MY PRESCRIPTIONS:** View a list of prescriptions you have filled.
- **WELLMARK DRUG LIST:** Research prescription drugs to determine how they may be covered within your health plan, and look for lower-cost alternatives.
- **MORE:** Find a pharmacy, learn about drug interactions, and look up your pharmacy benefits.

Register for www.wellmark.com today. Registration is easy. Visit www.wellmark.com, select the *Members* tab, and choose *Register Now*. Your password will be sent via U.S. Mail. Because protecting your personal health information is important, Wellmark takes extra security steps to validate registration information.